



# Managing Placements on the WEB Redesign Project (MPOWR)



WISCONSIN DEPARTMENT OF  
CHILDREN AND FAMILIES

# Case Based CARES Mainframe Screens to CWW Department of Children and Families with Deloitte



WISCONSIN DEPARTMENT OF  
CHILDREN AND FAMILIES



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# Project Overview

## Business Drivers

- Individuals in CMF placements are sometimes receiving eligibility closure notices, even though they are still eligible by policy
- W-2 eligibility and case management is a disjointed workflow across CWW and WP mainframe screens
- System-generated letters related to Placement, EFT, Vendor Payment, and Held Benefits are outdated and create customer confusion
- Individuals are sometimes remaining in CMC and other paid placements longer than policy allows, resulting in overpayments
- The current Work Programs screens are outdated and modernization is a Bureau priority

## Project Goals

- Enhance system usability
- Streamline business processes
- Improve system-policy alignments
- Reduce overpayments
- Improve customer communication
- Increase efficiency of technology maintenance

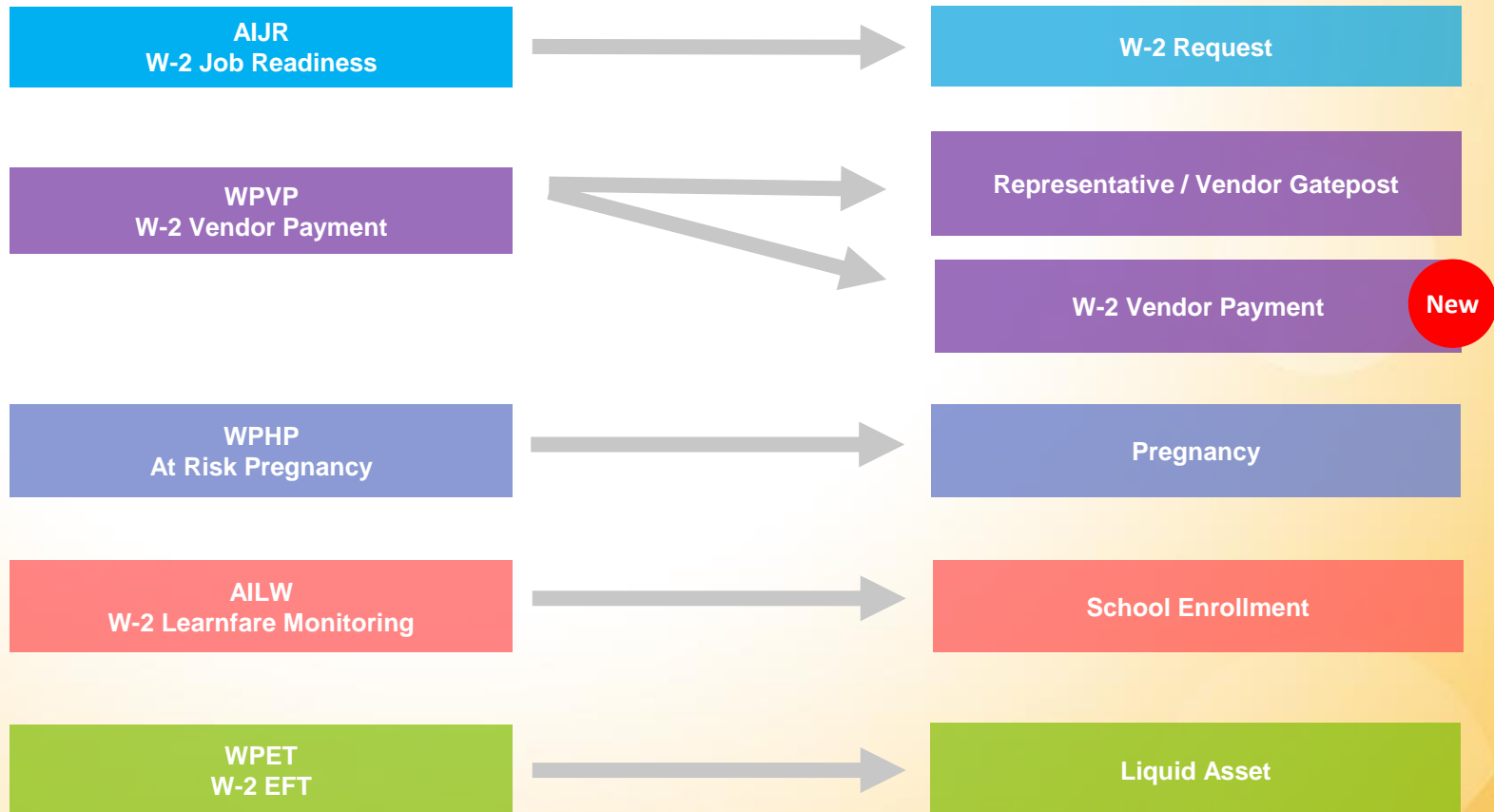
## Project Scope

- Move the following mainframe functions to CWW:
  - Referrals (including Upfront)
  - Placement
  - EFT
  - At Risk Pregnancy
  - Learnfare Monitoring
  - Vendor Payment
  - Two Parent Participation
  - Hold Benefit
- Adjust eligibility processes to support individuals placed in CMF
- Modify placement process to better enforce placement policies
- Modernize and enhance correspondence related to Work Program information
- Make necessary enhancements to ACCESS to support CWW changes

# Screen Mapping: Pre-Eligibility

## Mainframe Screens

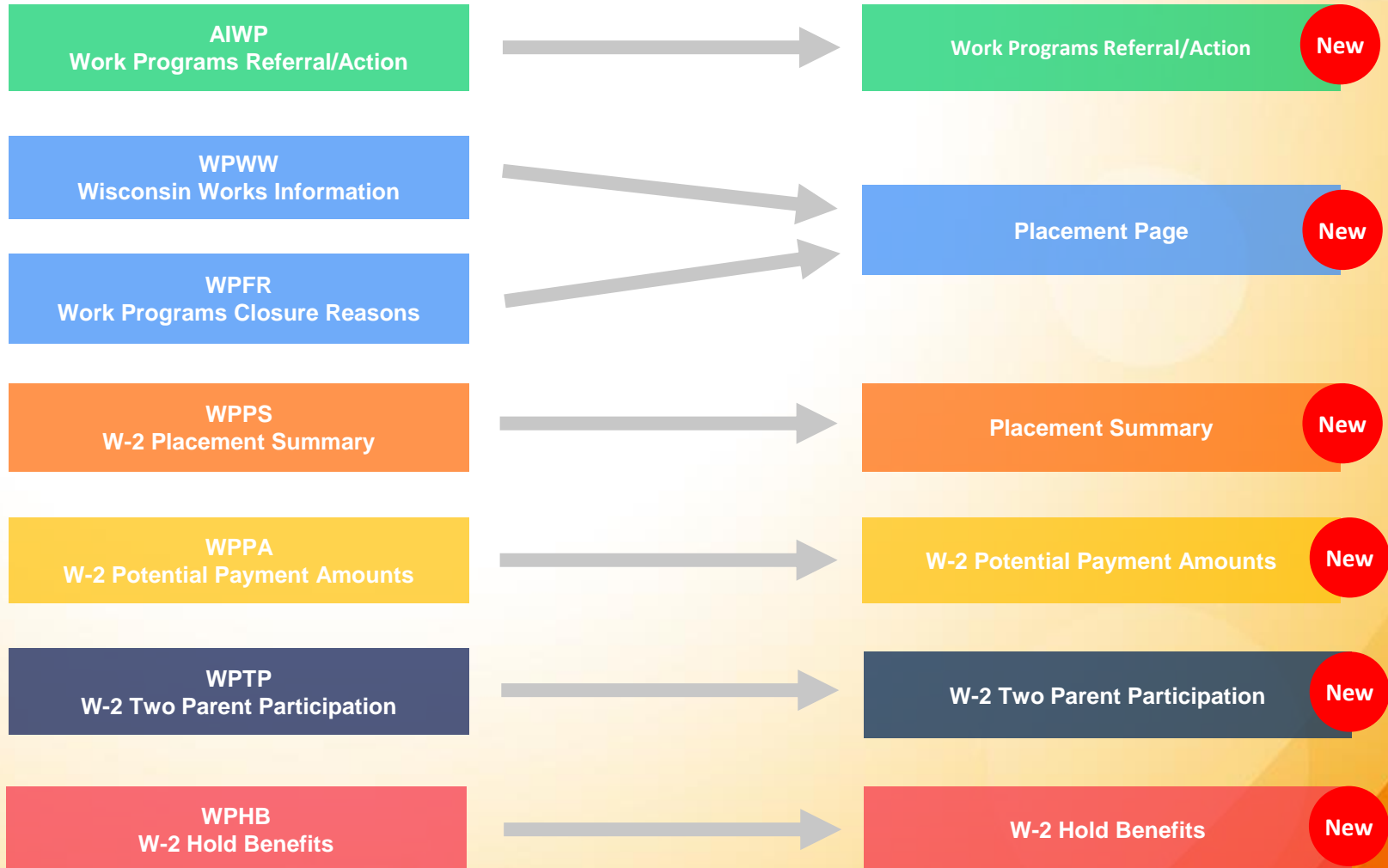
## CWW Pages



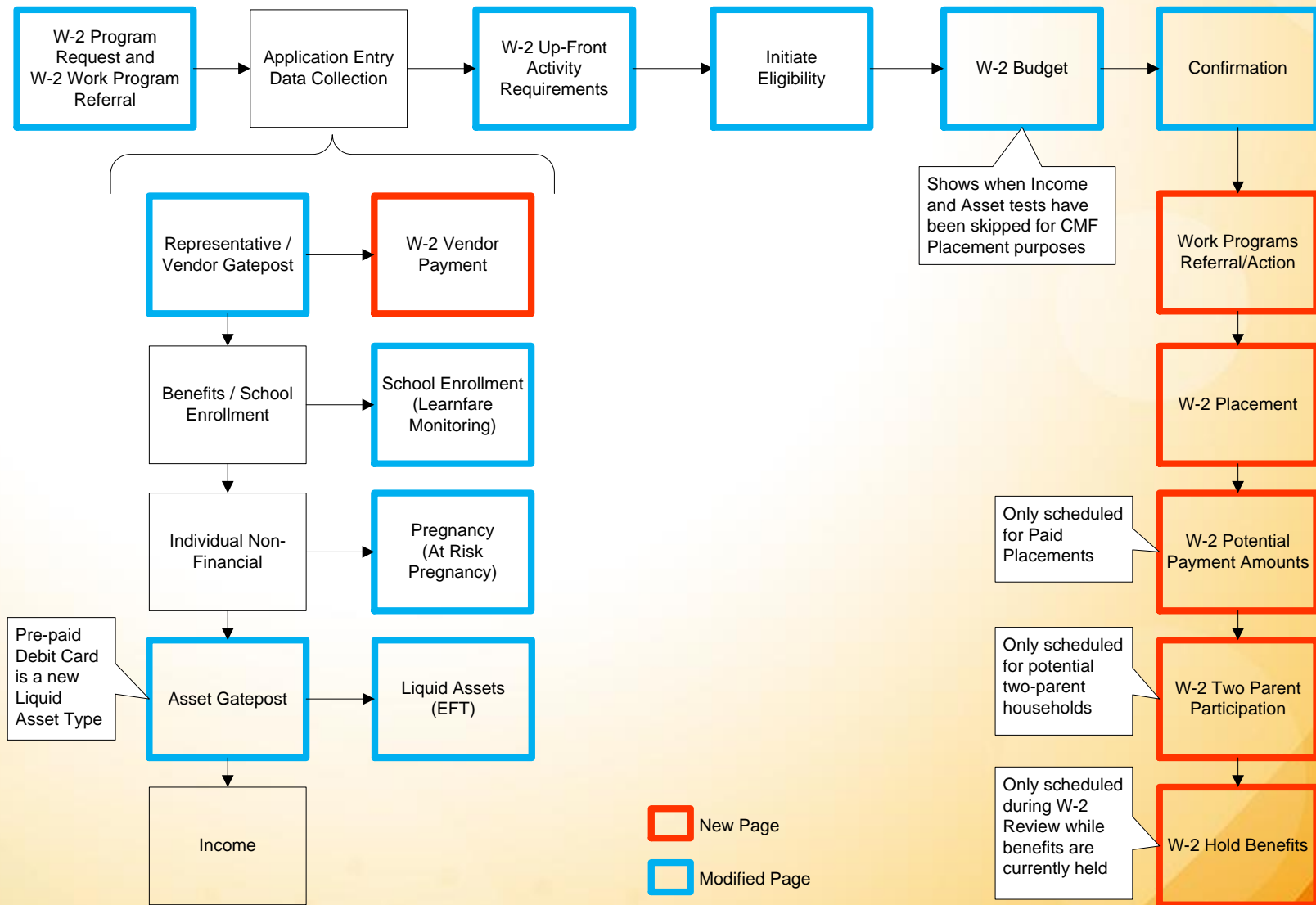
# Screen Mapping: Post-Eligibility

## Mainframe Screens

## CWW Pages



# High-level CWW Driver Flow



# Page Mock-Ups



# Application Entry

# W-2 Request Page with W-2 Work Program Referral for Assessment (AIJR)

**W-2 Request** Mock-Up Cancel Reset

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**W-2 Program Request**

**Effective Period**

• **Begin Month:** 04 / 2015 Last Updated: 04/16/2015

---

**Request Details**

• **W-2 Request Date:** 04 / 15 / 2015 • **Requesting this Program / Subprogram of Assistance?** Yes

**Target Type:** **Target Individual:**

Enter New Begin Month MM / YYYY Go

---

**Subsidized Housing Information**

Last Updated: 04/15/2015

**Effective Month:** 04 / 2015 **Low Income Subsidized Housing Status:**

Enter New Begin Month: MM / YYYY Go

---

**W-2 Up-Front Work Program Referral**

**Individual:** JOHN R SMITH 34M PP **Refer Selected Individual**

---

Updated on or before MM / DD / YYYY Go

Add Case Comment Cancel Previous Next

Effective Month for Subsidized Housing will prepopulate the Effective Month

Individual can be referred at time of W-2 request

If there are up-front requirements the worker will be required to process a WP referral prior to assigning up-front


# W-2 Vendor Payment Page (WPVP) and Vendor Lookup

**W-2 Vendor Payment** Mock-Up Cancel Reset

Record Management

Delete Reason:  Last Updated: 05/01/2015

Vendor Information

\*Vendor Number:  

TIN/SSN:

Vendor Name: **ABC CORP**

\*Vendor Amount: \$

Vendor Type: **CORPORATION**

\*Vendor Reason:

Vendor Address: **18178 MAIN STREET  
MADISON, WI. 53703**

Participant's Account Number With Vendor:

Updated on or before:  Go

Add Case Comment Cancel Previous Next

Vendor Find tool allows worker to easily search for vendors by various criteria

**Vendor Find** Mock-Up Close

Vendor Query

☒ Vendor Name:  ☒ Starts With ☐ Contains

☐ TIN:

☐ SSN:  -  -  Go

Search Results

Vendor Number	Vendor Name	Vendor Type	Vendor Address
<a href="#">972</a>	ABC CORP	CORPORATION	18178 MAIN STREET MADISON, WI. 53703

# Pregnancy Page with At Risk Pregnancy Information (WPHP)

**Pregnancy** Mock-Up Cancel ☐ Reset Total: 1

---

**Effective Period**

\* Begin Month: 02 / 2015 End Month: MM / YYYY Last Updated: 02/20/2015

Delete Reason:

---

**Additional Information**

\* Individual: **VERYSMART WATER 32F WIF**

\* Pregnancy Verification: NQ - NOT QUESTIONABLE   Pregnancy Verification Date: 02 / 20 / 2015

\* Fetus Number:  Fetus Number Verification: NQ - NOT QUESTIONABLE

\* Due Date: 08 / 25 / 2015  \* Due Date Verification: DS - DOCTOR'S STATEMENT

Third Trimester Begin Date: 05/25/2015

Pregnancy End Date: MM / DD / YYYY

---

**At Risk Pregnancy Information**

Is this an at risk pregnancy and are you unable to work?

Date determined to be at risk and unable to work by doctor: MM / DD / YYYY  Verification:

Is participant potentially eligible for At Risk Pregnancy Placement? **No**

---

Enter New Begin Month: MM / YYYY

---

Individual: **VERYSMART WATER**  Updated on or before: MM / DD / YYYY

---

Cancel ☐ Previous Next

System will auto populate the third trimester begin date when the due date is entered

Streamlines data collection process by collecting ARP info along with other pregnancy details

Redundant fields have been eliminated to save workers time.

# Asset Gatepost Page

**Asset Gatepost** Mock-Up Cancel Reset

Effective Period  
Last Updated: 04/01/2015

Automated Case Processing Asset Information  
\*Has the asset information from the latest ACP application PDF been processed?

**Liquid Asset**

Does anyone in your household have any of the following Liquid assets?

* Cash:	<input type="text"/>	* Tax Shelter Account:	<input type="text"/>
* Savings Account:	<input type="text"/>	* Christmas Club:	<input type="text"/>
* Savings Certificate:	<input type="text"/>	* IRA Account:	<input type="text"/>
* Checking Account:	<input type="text"/>	* Keogh Plan:	<input type="text"/>
* Prepaid Debit Card:	<input type="text"/>	* Credit Union:	<input type="text"/>
* Trust Funds:	<input type="text"/>	* Tax Refund:	<input type="text"/>
* Stocks and Bonds:	<input type="text"/>	* Escrow Account for Home Sale:	<input type="text"/>
* EBD Medicaid Annuity:	<input type="text"/>	* Money Owed:	<input type="text"/>
* US Savings Bond:	<input type="text"/>	* Child Support DEFRA Disregard:	<input type="text"/>
* Money Market:	<input type="text"/>	* Excess Over Life of Grant:	<input type="text"/>
* Monthly Excess Over Grant:	<input type="text"/>	* Other:	<input type="text"/>
* Special Resource:	<input type="text"/>		

**Vehicle Asset**  
\* Does anyone in your household own or is anyone buying a Vehicle (car, truck, boat, snowmobile, other)?

**Real Property Asset**  
\* Does anyone in your household own or is anyone buying real property / life estate / mortgage / land contract?

**Personal Property Asset**  
\* Does anyone in your household own or is anyone buying Personal property of exceptional value?

**Burial Asset**  
\* Does anyone in your household own or is anyone buying a Burial asset?

**Lump Sum Received**  
\* Has anyone in your household received a lump sum in the last three months?

**Life Insurance Asset**  
\* Does anyone in your household own or is anyone buying Life Insurance?

**Transfer/Divestment Asset**  
\* Has anyone transferred or divested, sold or given away real property or any other assets?

- For Institutions/Waivers, this applies to within the last 3 years for Real Property and other assets and also applies for a transfer involving a trust within the last 5 years.  
- For FoodShare, this only applies to transfers or divestments in the past 3 months and does not include real property, vehicles, or other assets that are excluded for FoodShare.  
- For CTS, this only applies to transfers or divestments in the past 1 year.

Based on client's response, populate blank fields as N

Add Case Comment Cancel Previous Next

Supports the liquid asset collection of Prepaid Debit Cards



# Liquid Asset page with W-2 EFT Information (WPET)

Increase account number length to support accounts with up to 17 characters

**Liquid Assets** Mock-Up Cancel Reset

Selected Assets To Be Entered

CH PR SA

Effective Period  
Begin Month: 06 / 2015 End Month: MM / YYYY Last Updated:  
Delete Reason: [v]

Additional Information  
Individual: SUPER B MAN 114M PP Sequence: 0  
Type: PR - PREPAID DEBIT CARD Verification: BS - BANK STATEMENT  
Jointly Owned? N - No Available? Y - Yes  
Burial? [v]  
Asset Amount: \$ 149 .39 Verification: BS - BANK STATEMENT

Independence Account Information  
Independence Account? [v] Registration Date: MM / DD / YYYY [v]  
Pre-independence Account Balance Amount: \$ [v]

Financial Institution Name And Address Information  
Account Number: 1234567890  
Name: Chase Bank  
Address: [v]  
City: [v] State: [v]  
ZIP: [v]

W-2 EFT Information  
Use for W-2 EFT? Y - Yes Routing Number: 987654321  
Confirm Account Number: 1234567890 Confirm Routing Number: 987654321

Jointly Owned Assets  
Individual Verification  
First Name MI Last Name Suffix  
EBD-MA Related Applicant / Recipient  
Delete Delete Reason  
First Name MI Last Name Delete Verification EBD-MA  
Automatically create asset page for joint owners in the household [v]

Enter New Begin Month: MM / YYYY [v]

Individual Sequence Updated on or before MM / DD / YYYY [v] Go

Add Case Comment Cancel Previous Next

Supports verification of EFT account during W-2 review

Enhances program integrity by requiring assets used for EFT to be included in eligibility determination

Design eliminates the need for manual maintenance and upkeep of financial institution information

# School Enrollment Page with Learnfare Monitoring Information (AILW)

**School Enrollment** Mock-Up Current Date: 02/01/2015  
Cancel ☐ Reset

---

**School Enrollment information required for following individuals**

**JUST WATER 13M SON**

---

**Effective Period**  
★ Begin Month: 02 / 2015 Last Updated:

---

**Individual Information**

★ Individual: JUST WATER 13M SON

★ Highest Level of Education Completed: 008 - GRADE 8 COMPLETED

★ High School Graduation Status: NOT - NOT GRADUATED

★ Enrollment Status: FU - FULL TIME

Type of Educational Institution:

Student FoodShare Eligibility Reason:

School District:

School Name:

Expected Date of High School Graduation: MM / DD / YYYY

Meets Caring for Dependent Children Requirement:

Verification: NQ - NOT QUESTIONABLE

Verification: NQ - NOT QUESTIONABLE

Verification:

Verification: NQ - NOT QUESTIONABLE

Enter New Begin Month: MM / YYYY Go

---

**W-2 Learnfare Monitoring**

**Effective Period**  
Delete Reason: Last Updated: 02/29/2015

---

**Learnfare Details**

★ Learnfare Status:

Penalty Code:

Issuance Month: 03/2015

Participation Period: 1/16/2015 - 2/15/2015

Verification:

AF - AGENCY FORM  
AR - ATTENDANCE REPORT  
ED - EDUCATIONAL DOCUMENT  
FN - NEVER VERIFIED FOR W-2 OR CHIL  
NV - NOT VERIFIED  
OW - OTHER ACCEPTABLE WRITTEN ST  
PN - NOT YET VERIFIED FOR W-2 OR CH  
Q? - QUESTIONABLE NOT YET VERIFIED  
QV - QUESTIONABLE NOT YET VERIFIED  
SR - SCHOOL RECORDS  
WN - NOT VERIFIED W-2 OR CHILDCARE  
WS - WRITTEN STATEMENT FROM OTH

---

Individual Updated on or before MM / DD / YYYY Go

Add Case Comment

Cancel ☐ Previous Next

Supports expansion of Learnfare by adding a Learnfare status relating to children with school related problems that impact parental W-2 participation

Streamlines data collection process by collecting Learnfare information with other school related information

Enforces proper verification of School Enrollment status for Learnfare

Decrease data collection by removing unnecessary fields

# Referrals and Managing Placement

# Work Programs Referral/Action Page (AIWP)

Page will require all individuals that should be referred to be referred

Conveniently displays eligibility, referral and enrollment status to increase worker awareness

**Work Programs Referral/Action** Mock-Up Cancel ☐ Reset

**Work Programs Referral Information**

Name	Confirmed Eligibility Result	Enrollment Status	Send Referral	Action Needed
JANE N DOE 34F PP	WWC - OPEN ELIGIBLE ADULT	ENROLLED - OFFICE 1234	-	-

**Learnfare Referral Information**

Name	Confirmed Eligibility Result	Enrollment Status	Send Referral	Action Needed
CHILD J DOE 16M	WWC - OPEN ELIGIBLE CHILD	NOT ENROLLED	<input checked="" type="checkbox"/> FOR OFFICE 1234	MUST REFER CHILD

Add Case Comment Cancel ☐ Previous Next

Prevents unnecessary referrals when an individual moves between Milwaukee agencies

Provides user-friendly instruction for worker action

# Placement Page With Closure Reason Information (WPWW/WPFR)

W-2 Placement Mock-Up Current Date: 08/12/2015  
Cancel ☐ Reset

---

**Record Management**

Last Updated: 07/01/2015 Episode Number: 1  
Delete Reason:

---

**Financial Employment Planner**

Current FEP ID: MIKE JONES (ABC123)  
Reassign FEP ID:

---

**W-2 Episode**

Initial W-2 Eligibility Confirmation Date: 03/01/2015  
Episode Begin Date: 04/01/2015 Episode End Reason 1:   
Episode End Date: 06/01/2015 Episode End Reason 2:

---

**Individual Placement Information** Check for Non-CMF Placement Eligibility

Individual:   
Placement:   
Placement Begin:

EFT on File: Account Holder: JANE DOE  
Account Type: CHECKING  
Account Number: 123456789  
Routing Number: 987654321  
Reset Add

Individual	Placement	Begin Date	End Date	Invalid
JANE DOE 35F	CS2 - 1/2 COMMUNITY SERVICE JOB	07/01/2015		
JANE DOE 35F	CS1 - 1/3 COMMUNITY SERVICE JOB	04/01/2015	06/30/2015	

---

**Future Placement Information** Clear

Individual: JANE DOE 35F  
Placement:   
Placement Begin Date: 08/20/2015

---

Cancel ☐ Previous Next

Selection of placement is simplified by only displaying placements available for W-2 Target Type

Combine episode begin and end functionality into a single screen

Allows convenient viewing of historical placement information for the episode

Allows worker to set future placements for better case management planning

Displays EFT information for individuals in paid placements



# Placement Summary Page (WPPS)

**W-2 Placement Summary** Mock-Up Cancel Reset

Placement Details									
Episode	W-2 Episode Begin Date	W-2 Episode End Date	Del Rsn	Individual	Placement	Placement Begin Date	Placement End Date	Invalid	
3	04/01/2015			JANE DOE 35F PP (0123456789)	CSJ	07/01/2015			
					CS1	06/01/2015	06/30/2015		
				JOHN DOE 38M (0123453214)	CS2	05/01/2015	05/31/2015		
					JANE DOE 35F PP (0123456789)	CS1	04/01/2015	04/30/2015	
1	10/01/2014	12/31/2014		JANE DOE 35F PP (0123456789)	CS3	12/01/2014	12/31/2014		
					CS1	11/01/2014	11/30/2014		
					CSJ	10/01/2014	10/30/2014		

Updated on or before  Go

Add Case Comment Cancel Previous Next

Allows worker to easily view all past episodes and placements for the case

**W-2 Episode Summary Details** Mock-Up

Episode Details						
Episode: 3		Delete Reason:				
Episode Begin Date: 04/01/2015		Episode End Date:				
Placement Details						
Individual	Placement	Placement Begin Date	Placement End Date	Updated Date	FEP ID	Invalid
JANE DOE 35F PP (0123456789)	CS2	07/01/2015		07/01/2015	XYZ123	
	CS1	06/01/2015	06/30/2015	06/01/2015	XYZ345	
	CS3	06/01/2015	05/31/2015	06/01/2015	XYZ345	Yes
JOHN DOE 38M (0123453214)	CS2	05/01/2015	05/31/2015	05/01/2015	XYZ123	
JANE DOE 35F PP (0123456789)	CS1	04/01/2015	04/30/2015	04/01/2015	XYZ123	

Close

Invalid column allows workers to easily differentiate between valid and invalid placements

# W-2 Two Parent Participation Page (WPTP)

W-2 Two Parent Participation

Mock-Up

Cancel ☐ Reset

Effective Month

Begin Month: 12 / 2014

Last Updated: 12/30/2014

Two Parent Household Information

Are Two Eligible Adult Parent With a Child In Common Present In W-2 AG? Yes

Is a Parent a Disabled Adult For W-2? No

Is a Parent Caring For a Severely Disabled Child In The W-2 AG? No

Disabled Adult:

Caretaker Parent:

Disabled Child:

Results

Two Parent Household Result: Yes

Is Child Care Authorized? No

Weekly Required Family Participation Hours: 35

Updated on or before

MM / DD / YYYY Go

Add Case Comment

Cancel ☐ Previous Next

# W-2 Potential Payment Amounts Page (WPPA)

CARES Worker Web

User ID: XCTA5U User Name: D BALAR

Quick Select: CASE/RFA

Go

Help

Logout

SYSTEMS

Primary Person: SMART WATER 35M PP Case: 1002751217 Status: Closed Mode: Ongoing

3.5 06/24/2015

Action Items (1)

Documents (0)

Discrepancies (0)

Work Items (0)

W-2 Potential Payment Amounts

Mock-Up

Cancel ☐

Payment Information

Participation Begin Date	Participation End Date	Estimated Pay Date	Gross Pay Amount	Prorated Pay Amount	Placement
05/16/2015	06/15/2015	07/01/2015	\$653.00	\$337.00	CSJ - FULL COMMUNITY SERVICE JOB

Cancel ☐

Previous

Next

# W-2 Hold Payments Page (WPHB)

The image shows a software mock-up for the 'W-2 Hold Payments' page. At the top, there is a title bar with 'W-2 Hold Payments' on the left, 'Mock-Up' in red text in the center, and 'Cancel' and 'Reset' buttons on the right. Below the title bar is a header section with 'W-2 Hold Payments' on the left. The main content area contains a question: '\* Does the participant want his/her payments held at the agency?' followed by a dropdown menu. To the right of this question is the text 'Last Updated:'. At the bottom of the form, there is an 'Add Case Comment' button on the left, and 'Cancel', 'Previous', and 'Next' buttons on the right. A red arrow points from the dropdown menu to a red callout box.

W-2 Hold Payments

Mock-Up

Cancel ☐ Reset

W-2 Hold Payments

\* Does the participant want his/her payments held at the agency?   Last Updated:

Add Case Comment

Cancel ☐ Previous Next

Support policy that requires hold benefits to only be done at the participants request. A letter will be triggered to notify the participant when benefits are being held and when they will no longer be held.

# CMF Eligibility Improvements



# Supporting CMF Placement Eligibility Criteria on Initiate Eligibility Page

**Initiate Eligibility** Cancel ☐ Reset

■ Page Completion Status: All pages are complete, you may proceed to eligibility by clicking the 'Next' button.

What would you like to do?

☒ Run Eligibility ☐ Ignore W-2 income and asset tests to allow CMF Placement to begin

☐ Run Eligibility with Date

Effective: MMDDYYYY

Add Case Comment Cancel ☐ Previous Next

The screenshot shows a web form titled 'Initiate Eligibility'. At the top right are 'Cancel' and 'Reset' buttons. Below the title bar, a status message states: 'Page Completion Status: All pages are complete, you may proceed to eligibility by clicking the 'Next' button.' The main section is titled 'What would you like to do?'. It contains two radio buttons: 'Run Eligibility' (which is selected) and 'Run Eligibility with Date'. To the right of the 'Run Eligibility' radio button is a checkbox labeled 'Ignore W-2 income and asset tests to allow CMF Placement to begin'. Below the radio buttons is an 'Effective' date field with input boxes for MM, DD, and YYYY, followed by a calendar icon. At the bottom of the form are an 'Add Case Comment' button, another 'Cancel' button, and 'Previous' and 'Next' navigation buttons. Two red callout boxes point to the 'Ignore W-2...' checkbox. The first callout box states: 'Allows FEP to perform specialized eligibility run ignoring income and assets'. The second callout box states: 'Allows W-2 eligibility to remain open when transitioning to CMF placement and avoids sending an incorrect W-2 closure notice'.

Allows FEP to perform specialized eligibility run ignoring income and assets

Allows W-2 eligibility to remain open when transitioning to CMF placement and avoids sending an incorrect W-2 closure notice

# W-2 Budget Screen

W-2 Budget

Cancel Reset

Gross Income

Assistance Group Overview

Assistance Group:	WW C - W-2 FOR OLDEST MINOR CHILD WITH CUSTODIAL PARENT	Sequence:	1
Eligibility Begin Date:	07/01/2015	Eligibility End Date:	
Determination Date:	06/06/2015		

Result

Assistance Group Status:	O - OPEN	Eligibility Status:	
W-2 Gross Income Test:		W-2 Asset Eligibility Test:	
Income/Asset Test Skipped:	YES		

Gross Income Test

Gross Earned Income:	\$ 695.21		
Alien Sponsor Deemed Income: +	—		
Unearned Income: +	550.00	Caretaker Supplement Benefit Amount:	\$ —
		Other Unearned Income: +	550.00
		SISS/SISE/CTS Recoupment: -	—
		Unearned Income:	\$ 550.00
Assigned Child Support: +	\$ —		
Countable Gross Income:	\$ 1,245.21		
Assistance Group Size:	2		
Gross Income Limit:	\$ 1,312.00		

Asset Eligibility Test

Liquid Assets:	\$ 100.00	Real Property Assets:	\$ 200.00		
Other Assets: +	401.00	Personal Property Assets: +	125.00		
		Life Insurance Assets: +	25.00		
		Burial Assets: +	51.00		
		Alien Sponsor Deemed Assets:	—		
				Liquid Assets:	\$ —
				Real Property Assets: +	—
				Personal Property Assets: +	—
				Life Insurance Assets: +	—
				Burial Assets: +	—
				Alien Sponsor Deemed Assets:	\$ —
Countable Vehicle Assets: +	175.00	Other Assets:	\$ 401.00		
		Vehicle Assets:	\$ 10,175.00		
		Alien Sponsor Vehicle Assets:	—		
		Countable Vehicle Assets:	\$ 175.00		
Total Counted Assets:	\$ 676.00				
Asset Limit:	\$ 2,500.00				
Amount Over Limit:	\$ —				

New Indicator shows when Income and Asset tests have been skipped for eligibility determination for CMF placement

## W-2 Placement Page prevents Paid Placements when income and assets are ignored

W-2 Placement

Mock-Up

Current Date: 07 / 01 / 2015

Cancel

Reset

Record Management

Last Updated: 07/01/2015

Episode Number: 1

Delete Reason:

Financial Employment Planner

Current FEP ID: MIKE JONES (ABC123)

Reassign FEP ID:

W-2 Episode

Initial W-2 Eligibility Confirmation Date: 03/01/2015

Episode Begin Date: 04/01/2015

Episode End Date:

Episode End Reason 1:

Episode End Reason 2:

Individual Placement Information

Individual: JANE DOE 35F

Placement: CMF - CASE MANAGEMENT FOLLOW UP

Placement Begin Date:

EFT on File: Account Holder: JANE DOE

Account Type: CHECKING

Account Number: 123456789

Routing Number: 987654321

Check for Non-CMF Placement Eligibility

Reset

Add

Individual	Placement	Begin Date	End Date	Invalid
JANE DOE 35F	CMF - CASE MANAGEMENT FOLLOW UP	07/01/2015		
JANE DOE 35F	ARP - AT RISK PREGNANCY	04/01/2015	06/30/2015	

Episode

Updated on or before

MM / DD / YYYY

Go

Add Work Program PIN Comment

Cancel

Previous

Next

**After confirming eligibility that ignored income and assets, CMF will be the only placement option available (it must be selected)**

**Worker will have the ability to enter Work Program PIN based comments that will transfer to Mainframe**

**Button allows worker to check household for eligibility for non-CMF placements**

# Other Improvements

# Other Impacted Pages / Functionality

**Case Summary** Mock-Up Reset

**Summary Information**  
Primary Person: TEST WWCf-ONE 31F PP

**Contact Information**  
County of Residence: 40 - MILWAUKEE COUNTY  
Household Address: 6550 N 76TH ST  
MILWAUKEE WI 532236104  
Phone: Alternate Address: Phone:

**Office / Worker Information**  
Eligibility Office: MILWAUKEE W-2 ELIG - NORTHERN (5611)  
County / Tribe: 40 - MILWAUKEE COUNTY  
IM Consortium: STATE CONSORTIUM  
Assigned Worker: KEVIN CLOUGH (XCTA28)  
Caseload: 3959  
W-2 Work Program Office: UMOs W-2 PROGRAM (1583)  
W-2 Geographical Area: 01 - MILWAUKEE NORTHERN  
FEP: KEVIN CLOUGH (XCTA28)  
W-2 Placed Participant: TEST WWCf-ONE 31F  
Work Program Placement: CASE MANAGEMENT FOLLOW UP

**Case Information**  
Language: E - ENGLISH  
Last Review Date: Next Review Date: 08/31/2014  
Case Closed Date: Case Web Status: WEB

**Associated RFA Information / ACCESS Application Information**

Number	Agency	Contact Method	RFA Status	Contact Date	ACCESS App	ACP Status	Summary
3002633739	40		INDIVIDUALS PROCESSED	03/06/2014			
2002633720	40	Walk-in	INDIVIDUALS PROCESSED	03/06/2014			

What would you like to do?

Workflow Options	Case Maintenance
<input checked="" type="radio"/> Continue with Driver / Navigate Through Completed Pages	<input type="radio"/> Reactivate Case
<input type="radio"/> Add Person	<input type="radio"/> Transition Mainframe Case to Web Case
<input type="radio"/> Process Review or Renewal	<input type="radio"/> Initiate, Resume, or Terminate Simulation
<input type="radio"/> Record New Group Level Program Request	<input type="radio"/> Change Primary Person
<input type="radio"/> Process Group Level Program Request	<input type="radio"/> Make Case Confidential
<input type="radio"/> View / Record Six Month Report Actions	<input type="radio"/> Transfer Case
<input type="radio"/> Process linked ACCESS application	<input type="radio"/> Begin Intake Interview for Asset Assessment Case

Enter Begin Month for New Data: MM / YYYY

Add Case Comment Next

Adding W-2 Work Program Office and Placement for worker reference

Page cannot be completed by the worker if there are up-front activity requirements and a Work Program referral has not been sent

**W-2 Up-Front Activity Requirements** Cancel Reset

**Effective Period**  
Begin Month: 02 / 2011 End Month: MM / YYYY Last Updated:  
Delete Reason:

**Additional Information**  
Sequence: 0  
FEP Interview Date: 01 / 13 / 2011  
FEP ID: FEP Name: DHARMESH BALAR  
Are there any up-front activity requirements? Yes  
Have the up-front activity requirements been met? Y - Yes

Sequence Updated on or before MM / DD / YYYY Go

Add Case Comment Cancel Previous Next



# PIN Level Case Comments

**Work Program Comment window will be pop up on relevant Work Program CWW pages to allow workers to add individual (PIN) level comments that will be viewable in Mainframe PIN Based Comments.**

**Add Work Program Comment** Mock-Up Reset

**Add Comments**

Individual: YOUNG PARENT 20M PP Date Entered: **09/18/2015** Entered By: **XCTR24**

Comment:

Current Size = 0 characters (260 characters max.)

Cancel Save

**Drop down will allow worker to identify which Work Program Individual the comment is relevant to**

PIN Based Comments will be available to Add on CWW Pages:

- W-2 Placement Page
- W-2 Upfront Activity Requirements Page
- Two Parent Participation Page
- Work Programs Referral/Action Page
- W-2 Placement Summary Page

# Correspondence Changes

- Modern formatting
- Stored in ECF
- Customer viewable through ACCESS (if open for another program)
- Redundancy eliminated by combining information with Placement Letter, when possible

NOTICE	Description / Purpose	Identified Changes	Expression Status
NEW	Notify participant when a placement ends and no additional placement has been added.	Create a new notice that will be triggered when the last W-2 placement ends for that episode.	Not in Expression – will be at implementation
NEW	Inform participant that they have opted for their W-2 payments to be held for distribution and pickup at the W-2 agency	Create a new notice that is triggered when the Hold Benefits indicator is selected. Only send if hold benefit is added after paid placement started or goes from unpaid to paid placement otherwise will be incorporated in the AELR.	Not in Expression – will be at implementation (currently waiting for approval from management)
NEW	Inform participant that they have opted for their W-2 payments to no longer be held for distribution and pickup at the W-2 agency	Create a new notice that is triggered when the Hold Benefits indicator is turned off while the case is in a paid placement.	Not in Expression – will be at implementation (currently waiting for approval from management)
AELR	W-2 Placement Letter	Policy will need to revise. References to AFDC still in letter. Reduce language and add section for paid placements that will notify participant how their W-2 check will be distributed (EFT, Check, vendor payment or HB). Will include potential payment amount if applicable.	Not currently in Expression – will be converted for implementation of MPOWR.

# Correspondence Changes Continued

NOTICE	Description / Purpose	Identified Changes	Expression Status
AEO4	Wisconsin Works EFT Begins	Add language to indicate when participant will receive their first W-2 payment by EFT. Add prepaid debit as account type. May want to indicate in letter that any additional payments in a month will be mailed as a check. Will only be triggered if EFT is not indicated at the time of the paid placement – otherwise incorporated in AELR. Remove bank name and add routing number to letter.	Currently in Expression
AEL4	Wisconsin Works EFT Ends	Will be triggered anytime the switch is changed to 'No' while the case is in a paid placement.	Currently in Expression
AEO3	Wisconsin Works Vendor Payment Begins	Only send if vendor is added after paid placement started or goes from unpaid to paid placement otherwise will be incorporated in AELR.	Currently in Expression
AELH	Wisconsin Works Vendor Payment Ending	Will be triggered anytime the switch is changed to 'No' while the case is in a paid placement.	Currently in Expression
APLF	Learnfare Case Management Assignment	Policy will need to review for accuracy – Learnfare sanction info is not correct.	Not currently in Expression – will be converted for implementation of MPOWR.
APLG	Wisconsin Works Learnfare Penalty Notification	Policy Review	Not currently in Expression – will be converted for implementation of MPOWR.
WPAR	ARP Pregnancy Not Eligible	Eliminate Notice	n/a